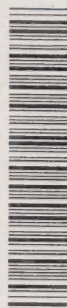


CA2 ON  
DT 160  
-A56



3 1761 11652001 6




# THE STATE OF THE SYSTEM

JANUARY 1, 1999, TO JULY 1, 2000







Digitized by the Internet Archive  
in 2023 with funding from  
University of Toronto

<https://archive.org/details/31761116520016>

## THE STATE OF THE SYSTEM

JANUARY 1, 1999, TO JULY 1, 2000

## Inside

- 2 Poised for the future
- 3 What is GO Transit?
- 4 Who governs GO Transit?
- 5 Who funds GO Transit?
- 6 Who operates GO's services?
- 7 Why is GO essential to the Greater Toronto Area?
- 8 What happened in 1999 and the first half of 2000?
- 12 What lies ahead?
- 14 Facts to GO

GO Transit  
20 Bay Street, Suite 600  
Toronto, Ontario  
Canada M5J 2W3

tel 416 869-3600  
fax 416 869-3525  
web [www.gotransit.com](http://www.gotransit.com)



This year-in-review report is the first one published by GO Transit, replacing the traditional, fiscal annual report. It covers an 18-month period of transition and significant developments that affect the future of GO Transit.

Copyright © 2000, Greater Toronto Transit Authority (GO Transit)  
ISSN 1496-0710





## POISED FOR THE FUTURE

GO Transit is moving into the new millennium with anticipation and high hopes. The late 1990s saw fundamental changes to its funding and governance, but GO is now poised to build on its successes and meet the challenges and demands of the future.

In 1999 GO set a yearly ridership record, the third in a row, with almost 38.5 million passengers riding its distinctive green-and-white GO Trains and GO Buses. It expects to better that number and hit the 40-million mark for the year 2000.



By mid-summer of 2000, some major developments affecting the future of public transportation were well under way, including the purchase of Union Station from the railways, and a new, comprehensive transportation plan for the Greater Toronto Area. GO Transit is an integral part of both these developments, and how they evolve in the near future will set the tone and pace for its service and growth for years to come.





## WHAT IS GO TRANSIT?

GO Transit is a transportation solution — GO moves people.

For more than three decades, it has been providing safe, reliable, and convenient transportation to the many communities it serves.

GO Transit is Canada's first — and Ontario's only — interregional public transit system. GO Train service started out in 1967 as a single rail line along Lake Ontario and has grown into a comprehensive network of seven rail lines and six bus corridors that augment the rail service and serve communities which the trains cannot reach.

GO Trains and GO Buses link towns and cities across southern Ontario's Greater Toronto Area (GTA), consisting of the City of Toronto, the surrounding Regions of Halton, Peel, York, and Durham, and the neighbouring Region of Hamilton-Wentworth. GO also serves Simcoe, Dufferin, and Wellington Counties, just outside the GTA.

The GO system serves a population of five million in an area of more than 8,000 square kilometres (3,000 square miles), stretching as far as 100 kilometres (over 60 miles) from downtown Toronto to Hamilton and Guelph in the west, Barrie to the north, and Newcastle in the east.

At least 96% of GO's train passengers travel to and from downtown Toronto's Union Station, the heart of the network; about 70% of its bus ridership is to and from the City of Toronto. On a typical weekday, GO operates more than 150 train trips and 1,160 bus trips, and carries about 150,000 passengers — 120,000 on the trains, 30,000 by bus. If all those people drove to work, there would be at least 140,000 more car trips, each averaging 32 kilometres, clogging our roads and highways.

GO Transit connects with every municipal transit service in the GTA, and has fare arrangements with most systems to give its passengers a discounted or free ride on local transit to or from their GO Train station.





## WHO GOVERNS GO TRANSIT?

GO Transit is legislatively known as the Greater Toronto Transit Authority (GTTA), a municipal agency established in 1999 by the Province of Ontario. The GO Transit Board reports to the Greater Toronto Services Board (GTSB), which was also founded in 1999 and is made up of Regional Chairs, Mayors, and Councillors from the municipalities of the GTSB's service area.

To ensure strong representation of regional interests, the GO Transit (or GTTA) Board includes the Chairs of the GTSB Regions and the Mayor of the City of Toronto (or their designates).

Chair	Eldred King
Vice-Chair	Emil Kolb Chair, Regional Municipality of Peel
Members	Roger Anderson Chair, Regional Municipality of Durham Terry Cooke Chair, Regional Municipality of Hamilton-Wentworth Bill Fisch Chair, Regional Municipality of York Mel Lastman Mayor, City of Toronto (designate: Case Ootes, Deputy Mayor) Joyce Savoline Chair, Regional Municipality of Halton
Officers	Gary W. McNeil Managing Director Chief Operating Officer Jean M. Norman Director, Corporate Services Secretary to the Board Frances Chung Director, Financial Services Treasurer to the Board





## WHO FUNDS GO TRANSIT?

GO Transit has been municipally funded since January 1998. Before that, it was funded by the Province of Ontario.

The Regions and the City of Toronto cost-share GO's capital expenses and any operating costs that are not recovered through passenger fares and other revenue. GO Transit consistently recovers 80% to 90% of its operating costs from the farebox — *one of the best financial performances for any transit system in the world.*

The funding municipalities rely on their property tax base to fund GO, but have indicated that they cannot afford to expand the system without other financial backing. They are actively pursuing support from the Federal and Ontario governments to invest in public transit, as these levels of government also benefit from an economically and environmentally healthy Greater Toronto Area.



The GO Transit Board

Clockwise from top left: Case Ootes (designate for Mel Lastman), Roger Anderson, Joyce Savoline, Terry Cooke, Bill Fisch, Eldred King, Emil Kolb



## WHO OPERATES GO'S SERVICES?

GO Transit is a prime example of a public-private partnership that works.

From the very beginning, much of its operation has always been outsourced to the private sector — services as diverse as train maintenance, station design and construction, or parking lot snow removal. GO Trains are operated under contract by Canadian National Railway and St. Lawrence & Hudson Railway, mostly on railway-owned tracks and with crews supplied by the railways. About 65% of GO's budget is for services provided by the private sector — by going to the marketplace, GO ensures that it gets the best competitive prices for quality work.

Because GO Trains use railway-owned track that's shared with freight and intercity passenger trains, the movement of trains is ultimately not in GO Transit's control. However, the railways have a long-standing relationship with GO and a good understanding of the need to provide good customer service.

GO Transit attempts to ensure that all other frontline staff — such as bus drivers, station attendants, and transit enforcement officers — are GO employees.





## WHY IS GO ESSENTIAL TO THE GREATER TORONTO AREA?

- In one hour alone each weekday morning, GO moves as many people into the city as six congested expressways (or 18 lanes of one-way car traffic).
- Every year Union Station, the network's hub, serves more passengers than all three terminals combined at Toronto's Pearson International Airport.

It's obvious that without GO, the number of people commuting by car would surge, and traffic gridlock would worsen. Less apparent is the vital supporting role GO Transit plays in the Greater Toronto Area's economy.

Downtown Toronto has grown dramatically in the past few decades. This growth, so evident in the city's skyline of office towers, came about largely because GO Transit has made it possible for so many people to commute to Toronto without driving. In fact, the number of cars coming downtown during the morning rush hour has not increased substantially since GO started 33 years ago. Meanwhile, GO's ridership has increased steadily year after year, from 2½ million passengers in the first year to nearly 40 million today.

The GTA's suburban areas have grown substantially too and have benefitted from GO service. They depend on GO to take a large number of long-distance car trips off the roads, freeing up space for people who have no viable alternative to driving. The average GO trip is a lengthy 32 kilometres — annually, this means that GO's passengers travel a total of 1.2 billion kilometres (the number of passenger-kilometres), which is comparable to what the TTC handles every year.





## WHAT HAPPENED IN 1999 AND THE FIRST HALF OF 2000?



### HIGHLIGHTS OF 1999

- Transportation took a beating in early January during “the snowstorm of the century.” Union Station and its approaches were hit hard, and many GO Trains suffered delays up to several hours long. GO Transit was forced to shut down the Lakeshore line over an entire weekend — for the first time ever — so that railway crews could clear the unusually heavy accumulation of snow around Union Station. To reduce the impact of such severe weather again, GO has since begun a major reinvestment in the station by gradually modernizing its key track switches and snow-blowing equipment.
- Bus and train service was improved during the year to serve new markets and provide better choices for customers. The improvements included: extending bus service in January to Bolton, Beaverton, Port Perry, and Orangeville; adding an afternoon express train on the Lakeshore West in April and a morning express on the Lakeshore East in October; and adding a fourth Richmond Hill morning train in April.
- GO’s website, [www.gotransit.com](http://www.gotransit.com), made its debut in March. It not only contains a wealth of information about GO Transit but, with links to local transit systems and many places of interest, it’s also a central source for transit information across the Greater Toronto Area.
- Service on the TTC was disrupted for just over two days in mid-April. GO ran some special trains and adjusted some bus service to help commuters cope during the strike.





- During the summer, GO took delivery of 20 wheelchair-accessible highway buses, its first new buses since 1991.
- The transition from provincial to municipal responsibility was completed on August 7, 1999, when GO Transit became the Greater Toronto Transit Authority, an arm of the newly created Greater Toronto Services Board. Although the Province of Ontario had already handed over the funding of GO to the GTA municipalities in January 1998, GO remained a provincial Crown agency (the Toronto Area Transit Operating Authority) during the transition throughout 1998 and most of 1999. Despite the change in legal name, GO is continuing to operate as GO Transit — a brand name that is instantly recognizable in the GTA, has an excellent reputation, and conveys the image of speed, which is one of the top selling features of GO service.
- GO Transit prepared for, and successfully survived, the Y2K computer “crisis.”
- New highs in ridership and financial performance were set in 1999. GO recovered a record 92.4% of its operating costs through revenue, and carried 38.4 million passengers in the year (almost 7% more than in 1998), for a third consecutive ridership record.





## HIGHLIGHTS OF THE FIRST HALF OF 2000

- Service between Bramalea and Toronto improved in January with the addition of two trains.
- Major improvements to GO Train service, including the extension of all-day Lakeshore trains, began on May 1. These included:
  - » All-day train service on weekdays beyond Oakville to Burlington and beyond Pickering to Oshawa, giving passengers more flexibility and reducing the strain on some of GO's over-parked station lots
  - » A new Lakeshore West express train through to Hamilton
  - » Two new trains between Markham and Toronto
  - » One new train between Toronto and Richmond Hill
- To help pay for improvements, GO raised fares in April, for the first time in nearly two years. The fare increase added 15¢ to the cost of every adult one-way ticket.
- GO continued to buy new buses to renew its fleet and meet passenger demand. Fourteen new buses arrived in the spring, and eight more are on order for delivery later in the summer.
- On June 24, GO Transit's first wheelchair-accessible bus service was introduced on the Hamilton-Toronto express route.
- An order for 16 bi-level rail coaches was placed, the first purchase of new railcars since 1991.





- To help reduce summertime smog, GO voluntarily began fuelling its locomotives with cleaner-burning, low-sulphur diesel fuel from mid-May to mid-September.

- The Greater Toronto Services Board approved *Removing Roadblocks*, its strategic transportation plan for the Greater Toronto Area and Hamilton-Wentworth. Expansion of GO Transit's services figures prominently in the plan, which calls on the Federal and Ontario governments to join in funding transit and road improvements to meet the transportation needs of the future.



- The GTSB also approved GO Transit's 10-year capital plan, which outlines the capital projects GO needs to undertake from 2001 to 2010 if it is to sustain the existing system *and* accommodate forecast growth.

- A milestone was reached at mid-year. On July 1, GO Transit obtained ownership of Union Station's platforms and the rail corridor between Strachan Avenue in the west and the Don River in the east; a 99-year lease from the City of Toronto for GO ticket sales and passenger space inside the station building; and ownership of the adjacent CP Express building, which will be developed into a bus terminal to take GO Buses off the street in front of the station. These developments were the culmination of the City's purchase of the historic station, to which GO Transit contributed \$55 million.

- GO will invest almost \$100 million over the next 10 years to strengthen the station's role as the transportation focal point for the Greater Toronto Area. The plans include improving its platforms and tracks to let GO Trains handle twice as many passengers as they do now. This will enable GO service to meet the demands created by the new jobs and office towers that are expected in the near future in downtown Toronto, and by the continuing population growth of the regions throughout the GTA.





## WHAT LIES AHEAD?

Managing today's congestion and tomorrow's growth will be the top priority.

GO Transit has successfully managed, and reinvested in, its business in recent years. It has made moderate improvements in service to meet immediate and short-term needs. And it has reduced operating costs and improved its financial performance.

GO has proven to be a wise investment for the economic well-being of the Greater Toronto Area. The Province of Ontario recognized this for over three decades, and GO's new municipal funding partners have taken up that mission.

But GO is stretched to the limits, especially at Union Station, the heart of the system. Trains and buses are full; all equipment is being used; and rail stations and bus terminals are crowded.



Even with present funding limitations, GO must expand to keep up with growth and relieve traffic congestion throughout the GTA. The rest of 2000 and the year 2001 will, therefore, see an aggressive expansion program, not only in downtown Toronto but also in the surrounding regions. GO Transit will be doing more with what it has — expanding parking lots at selected stations, building new stations on existing rail corridors, and adding service in off-peak periods where ridership and costs warrant expansion. Although this will result in more-crowded trains, GO hopes that continued emphasis on customer service will keep its valued customers loyal.





Over the next 10 years, GO will need \$100 million a year in new capital funding just to keep up with growth. With challenges such as Toronto's waterfront redevelopment and the possible hosting of the 2008 Olympic Games, its needs will become even more strategically important.

GO Transit and the Greater Toronto Services Board will keep lobbying the senior levels of government for funding commitments to public transit. GO Transit *is* an investment in the economic well-being of the Greater Toronto Area, and improving its services guarantees strong economic spinoffs for all levels of government and the private sector.

All across the GTA, and even beyond, GO Transit is recognized as an essential part of the community. GO Transit exists to move people, and wants to continue to excel at doing just that.





## RIDERSHIP IN 1998 AND 1999

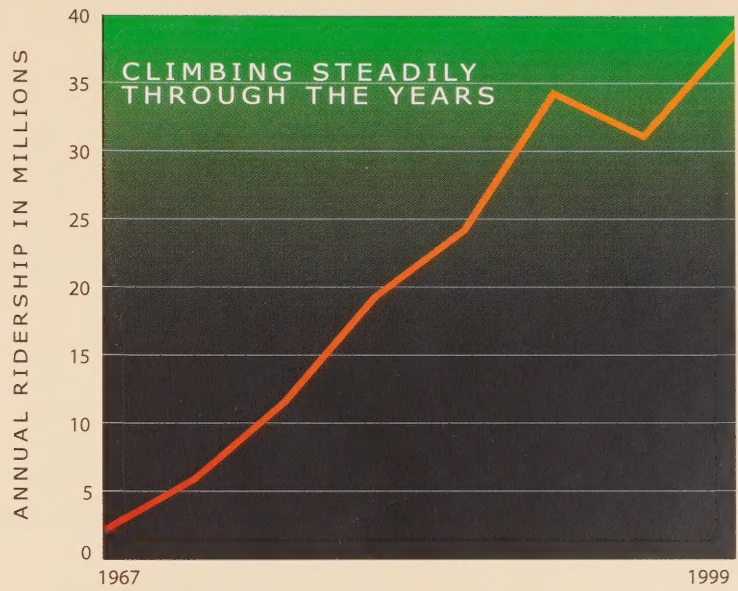
### PASSENGER TRIPS

Corridor	1999	1998	% change
<u>Train &amp; related bus service*</u>			
Lakeshore West	11,313,500	10,990,000	+2.9
Milton	4,143,000	3,805,000	+8.9
Georgetown	2,680,500	2,477,500	+8.2
Bradford	842,000	586,000	+43.7
Richmond Hill	1,625,500	1,408,500	+15.4
Stouffville	1,007,000	762,500	+32.1
Lakeshore East	9,445,000	8,898,000	+6.2
Train service total	31,056,500	28,927,500	+7.4
<u>Bus service</u>			
Hamilton	978,200	994,900	-1.7
Milton	161,500	164,000	-1.5
Georgetown	1,047,000	1,072,500	-2.4
Newmarket	1,284,000	1,279,500	+0.4
Richmond Hill	2,571,000	2,260,500	+13.7
Oshawa	1,308,600	1,248,300	+4.8
Bus service total	7,350,300	7,019,700	+4.7
System total	38,406,800	35,947,200	+6.8

\* Related bus service consists of buses that meet the trains at terminus stations, and buses that connect Union Station with other train stations.







## THE GO TRANSIT SYSTEM



A FAR-REACHING NETWORK  
OF BUSES AND TRAINS





## INFO TO GO

JULY 2000

## GO Train service

Corridors	7
Stations	49
Route kilometres	361
Weekday train trips	153
Locomotives	45
Bi-level railcars	319

## GO Bus service

Corridors	6
Terminals*	14
Route kilometres	1,636
Weekday bus trips	1,160
Buses	206

\* Plus numerous stops and ticket agencies

## FINANCIAL PERFORMANCE IN 1999

Revenues	\$139,981,000
Direct operating expenditures	\$159,093,000
Revenue-to-operating-cost ratio*	92.4%

\* The percentage of operating costs recovered through revenues. Note that depreciation is excluded and that, for a valid comparison with other municipal transit systems, expenses specific to GO, such as fare integration costs and railway access fees, are also excluded from the calculation.

## FINANCIAL STATEMENTS

Audited financial statements are publicly available once they are approved by the GO Board each year, usually in May. Copies of the financial statements can be obtained from:

GO Transit  
Customer Services  
20 Bay Street, Suite 600  
Toronto, Ontario  
Canada M5J 2W3

tel 416 869-3600 ext. 5233  
fax 416 869-3525  
email [publicrelations@gotransit.com](mailto:publicrelations@gotransit.com)









